TROUBLESHOOTING GUIDE FOR VIDEO SYSTEM 200

ALL TESTS BELOW ARE ON VA/200 PSU/CONTROLLER UNLESS OTHERWISE STATED. IF ANY OF THE VOLTAGE READINGS ARE NOT CORRECT, DISCONNECT WIRING FROM RELEVANT TERMINALS & RE-MEASURE.

NOTHING WORKS AT ALL

1. CHECK MONITOR SWITCHED ON AT THUMBWHEEL (EXCEPT ON NOVA / EXEDRA / LYNEA MONITORS).
2. CHECK FOR 240VAC INPUT.
3. CHECK 17.5VDC ACROSS B5 & B6 AND C5 & C6 (NB. TERMINAL 5 ALWAYS NEGATIVE).
4. CHECK FOR 17.5VDC ACROSS 5 & 6 AT MONITOR & PANEL.
5. CHECK IF MONITOR PREVIEWS (PRESS CAMERA BUTTON ON MONITOR).

NO PREVIEW AT MONITOR

1. CHECK C5 & C8 = OVDC PRIOR TO PREVIEW. IF C5 & C8 = 12VDC SYSTEM IS ACTIVE & PREVIEW DISABLED UNTIL CALL/TIMER ELAPSES. (I.E. ANOTHER MONITOR IS ON).
2. CHECK C5 & C8 = 12VDC AFTER PREVIEW SELECTED (CAMERA BUTTON).
3. CHECK 5 & 8 = 12VDC AT MONITOR WITH MONITOR IN SITU (IF NOT CHECK CONTINUITY LINE 8 TO MONITOR).

NO CALL TO MONITOR

1. CHECK FOR 11VDC ACROSS B5 & B8.
2. CHECK FOR 11VDC ACROSS CORRESPONDING TERMINALS ON PANEL.
3. CHECK FOR 4 VDC ACROSS B5 & CALL LINE (7 IN MONITOR) DURING CALL.

NO AUDIO TO MONITOR

1. CHECK VOLUME LEVEL IN PANEL NOT AT MINIMUM (FULLY ANTI-CLOCKWISE IS MINIMUM ON PHONE POTENTIOMETER).
2. CHECK FOR 17.5VDC ACROSS 5 & 6 IN PANEL.
3. CHECK FOR 17.5VDC ACROSS 6 (+VE) & 14 (-VE) AFTER CALL IN PANEL AND AT VA/200 (IF VOLTAGE PRESENT AT VA/200 AND NOT AT THE PANEL, CHECK CONTINUITY 14 FROM VA/200 TO 14 PANEL).
4. IF MVA/100.01 PANEL WITHOUT MR/100, CHECK JUMPER SW2 IS ON.
5. REMOVE CABLES 11,12 & 14 IN PANEL & PLACE LINK BETWEEN TERMINALS 11 & 12 AND TERMINALS 5 & 14. SET BOTH VOLUME LEVELS TO MAXIMUM THIS SHOULD RESULT IN FEED BACK AT PANEL, SPEECH ON PANEL MICROPHONE SHOULD BE HEARD ON PANEL SPEAKER. IF SPEECH OR FEEDBACK IS HEARD THIS PROVES THE ENTRY PANEL UNIT IS FUNCTIONING CORRECTLY.

NO AUDIO TO PANEL

1. CHECK VOLUME LEVEL IN PANEL NOT AT MINIMUM (FULLY ANTI-CLOCKWISE IS MINIMUM ON SPEAKER POTENTIOMETER).
2. CHECK FOR 12VDC ACROSS C5 & C9.
3. ACTIVATE MONITOR (PREVIEW OR CALL) & CHECK FOR 6VDC ACROSS C5 & C9 WITH PHONE OFF HOOK.
4. REPEAT CHECKS 2, 3 & 5 FROM NO AUDIO TO MONITOR.
5. CHECK CONTINUITY OF B12 VA/200 TO 12 AT THE PANEL.

NO VIDEO SIGNAL

1. CHECK BRIGHTNESS/CONTRAST SETTING ON MONITOR (THUMBWHEEL) NOT AT MINIMUM.
2. CHECK 5 & 6 = 17.5VDC ON CAMERA UNIT.

3. CHECK 14 ON CAMERA UNIT LINKED TO 14 ON VA/200 & CHECK 17.5VDC ACROSS 6(+VE) & 14(-VE) ON CAMERA UNIT AFTER CALL/PREVIEW.
4. MEASURE ACROSS COAXIAL CABLE AT CAMERA (ON HAV SERIES V+ INNER CORE & VS SCREEN) = 75ohm (EOL RESISTOR).
5. IF USING TWISTED PAIR FOR VIDEO ENSURE V+ GOES TO TERMINAL 3 AND V- GOES TO TERMINAL 4 THROUGH OUT THE SYSTEM AND IS TERMINATED CORRECTLY AS EXAMPLE DRAWINGS.
6. CHECK ON HAV SERIES OF CAMERAS THAT THE JUMPER LINK IS SET AS FOLLOWS C = COAXIAL, OR T = TWISTED PAIR OUTPUT.
7. CHECK O/P OF CAMERA DIRECTLY WITH BATTERY MONITOR AFTER LINKING 5 & 14 ON CAMERA UNIT (ENSURE LINE 14 FROM VA/200 IS REMOVED FIRST).

NO DOOR RELEASE

1. CHECK DOOR RELEASE TIMER (POTENTIOMETER WITH KEY SYMBOL) ON VA/200 NOT AT MINIMUM (ANTI-CLOCKWISE IS MINIMUM).
2. MOMENTARILY SHORT C5 & C9. CHECK B13 (+VE) & B16 (-VE) FOR 12 TO 17VDC FOR DURATION OF TIMER.
3. CHECK CABLE CROSS SECTION/RATING OF RELEASE (12VAC/DC & 1A FAIL SECURE).
4. ACTIVATE MONITOR PRESS DOOR RELEASE (KEY) CHECK C5 & C9 = 1VDC WHILST KEY BUTTON PRESSED. IF > 1VDC INCREASE CABLE CROSS SECTION TO MONITOR (5,6 & 9)

FEEDBACK

RECOMMEND LOWER MICROPHONE ON TARGA (HA/200) PANEL. ENSURE VOLUME POTENTIOMETERS IN PANEL ARE CORRECTLY BALANCED.
NORMAL SETTINGS ARE PHONE POTENTIOMETER TO JUST OFF MIN. SPEAKER POTENTIOMETER TO HALF. ENSURE BOTH SETTINGS ADJUST END STOP TO END STOP.

PRIOR TO CONTACTING TECHNICAL SUPPORT IT IS GOOD ENGINEERING PRACTICE TO CONNECT MONITOR & PANEL ON SHORT LEADS DIRECTLY INTO VA200 UNIT. THIS WILL INDICATE CABLE PROBLEMS/WRONG CONNECTIONS THAT CONSTITUTE THE MAJORITY OF CALLS TO OUR TECHNICAL DEPARTMENT.